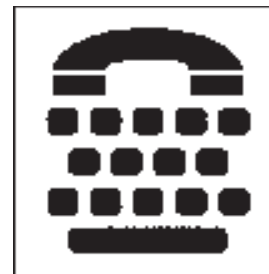


Relay Service Options

- **TTY-to-Speech** - for deaf, hard of hearing, deaf-blind or speech-disabled TTY users. The person with a TTY types their conversation and the communications assistant will voice the typed conversation to the hearing person and type the hearing person's conversation to the TTY user.
- **Voice Carry Over (VCO)** - used for individuals with a hearing loss that can speak clearly but cannot hear over the phone. The hearing person will hear the voice of the individual with a hearing loss and the communications assistant, in turn, will type the text of the hearing person's conversation via TTY to the individual with a hearing loss.
- **Hearing Carry Over (HCO)** - for individuals with a speech disability who can hear over the phone but need the CA to speak for them. The individual with a speech-disability types their message to the CA who will speak to the hearing person and the individual with a speech disability can then listen to the hearing person's conversation.
- **Speech-to-Speech (STS)** - a person with a speech disability talks to the CA, who is trained in listening and understanding a variety of speech disorders. The CA then repeats the caller's words, making them clearer and more understandable.
- **Answering Machine Retrieval** - deaf or hard of hearing individuals with TTY can request to have their voice answering machine or voicemail to be retrieved.
- **Telebraille** - for deaf-blind callers who use a special TTY equipped with telebraille, which prints the text of the conversation in Braille.
- **Spanish Relay** - for those who type or speak Spanish, the CA will relay the conversation in Spanish.
- **Computer (ASCII)** - for use a personal computer in lieu of a TTY machine. Specialized software is required to allow the computer to interface with the telephone system.

Illinois Relay is YOURS

You can use Illinois Relay for as often you want, for as long as you want and from anywhere in the State of Illinois. This service is free and paid by everyone who has a phone line. A small surcharge is added to the phone bill to make this service available and telephone barrier free anytime, anybody and anywhere.



Who is Responsible for Illinois Relay?

Illinois Telecommunications Access Corporation (ITAC) is responsible for maintaining the Illinois Relay Service. You may contact them with any questions or concerns at:

Illinois Telecommunications
Access Corporation
3001 Montvale Drive, Suite D
Springfield, Illinois 62704
(800) 841-6167 V/TTY

Illinois RELAY

Telecommunications accessibility for
deaf, hard of hearing, deaf-blind
and speech-disabled persons.

State of Illinois
Deaf and Hard of Hearing
Commission

V/TTY: 217.557.4495
V/TTY: 877.455.3323
Fax: 217.557.4492
www.idhhc.state.il.us

What is Illinois Relay Service?

Illinois Relay is a free service, available 24 hours a day, seven days a week. All calls are processed by a trained communications assistant (CA) who acts as a telecommunication facilitator or interpreter between individuals who can hear and those who are deaf, hard of hearing, deaf-blind, or speech-disabled. The CA alternately voices the printed text of the TTY call to the hearing person and types the text of the spoken portion to the TTY user. CAs do not interject their opinions or offer advice. All calls are strictly confidential and no record of any conversation is kept.

How Illinois Relay Works

The Illinois Relay Center is staffed with communications assistants (CAs) that are trained to meet certain criteria such as typing speed, voicing clarity, and professionalism. The CA uses a computer monitor and keyboard while wearing a telephone headset. The following example demonstrates a typical incoming call to the Relay Center from a TTY user.

- The CA answers the call by typing the following text message from his or her computer: "IRC CA #123 M or F (identifying the CA's gender) GA." The TTY user responds by typing the phone number he or she wants to call.
- The CA dials the phone number connecting the parties in a three-way call. When the hearing person on the other end answers the phone, the CA will voice: "Hello, someone is calling you through Illinois Relay. I am CA #123, have you received a relay call before?"
- If the hearing person says: "No" then the CA will explain how Illinois Relay works.
- The call continues with the CA alternately reading aloud everything that the TTY user types and typing what the hearing person voices to the TTY user.

The same procedure is reversed when a hearing person calls the Relay Center when phoning a TTY user.

Tip: when finished with the end of a thought and you are ready for a reply from the other party, voice or type "GA" or "Go Ahead" to indicate the conclusion of your end of the dialogue.

Telephone Barriers Removed

Illinois Relay Service allows deaf, hard of hearing, deaf-blind and speech-disabled TTY users to communicate with anyone, anywhere in the world using the phone. Illinois Relay Service allows TTY users to use the telephone independently without the need for family members or an interpreter to make routine phone calls for services, appointments, or just to talk to a friend.

A TTY, or teletypewriter, is a device that allows deaf, hard of hearing, or speech-disabled individuals to communicate using a standard telephone. The device looks similar to a small manual typewriter. It features a keyboard that allows the user to type his or her message, which is transmitted over the phone line and received by the user at the other end of the line whose TTY displays the printed text. When either party does not have a TTY, Illinois Relay Service can facilitate the call.

Directory Assistance

Illinois Relay facilitates directory assistance calls for deaf, hard of hearing, deaf-blind and speech-disabled callers. As with a standard telephone call, a nominal charge will be assessed for this service.

Long Distance Calls

Although Illinois Relay is a free service, the user must pay for long distance calls from the point where the call is made to the point where the call terminates, as any other call would be billed. The user is not charged for making the initial call to Illinois Relay. All long distance calls are billed by the long distance carrier of the user's choice or by the company that provides the Illinois Relay Service. Following are several billing options:

- Direct calls
- Collect calls
- Third party billing
- Calling card
- Pre-paid phone card

How to Reach Illinois Relay

Simply dial 7-1-1 from any telephone in the state. You will be connected to Illinois Relay. 7-1-1 is reserved by the Federal Communications Commission for relay services in all fifty states.